MEDICAID MEMO

TO:	All Providers Participating in the Virginia Medical Assistance Program and all Interested Parties receiving Virginia Medicaid Provider Manuals
FROM:	Patrick W. Finnerty, Director Department of Medical Assistance Services
SUBJECT:	Changes in the Distribution of Virginia Medicaid Provider Manuals

MEMO Special

DATE 11/8/2002

Provider manuals can be viewed and downloaded from the Department of Medical Assistance Services' (DMAS) web site, free of charge. The Internet address for our web site is www.dmas.state.va.us/. Effective December 16th, 2002, paper copies of Virginia Medicaid Manuals and manual updates will no longer be provided free of charge to providers participating in the Virginia Medicaid program and all other interested parties who have previously requested copies of paper manuals and updates to manuals.

Virginia Medicaid providers will still receive FAMIS client brochures and handbooks on request, Medicaid memoranda (other than those announcing manual updates), training letters and other correspondence via U.S. mail. Announcements of manual updates will be posted on the DMAS web site and also will be made through remittance advice messages. In addition, all claim and billing forms unique to Virginia Medicaid, as well as pharmacy and dental forms, will still be available free of charge from our mailing contractor, Commonwealth-Martin.

If you do not have access to the Internet and wish to receive a paper copy of a Virginia Medicaid manual, you can contact Commonwealth-Martin at 804-780-0076. You will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.